

Service Desk LTE Description

This Service Desk LTE (intern) provides technical setup duties as directed by the Service Desk Lead Worker. General oversight will be provided by the Workstation Support/Service Desk Supervisor. This position requires education, knowledge, and/or experience with a wide variety of technologies including, but not limited to, Windows desktop operating systems, desktop applications, web applications, account security, Multi-Function Devices (print/fax/copier/scanner), BlackBerry devices, and other supported wireless devices such as Windows Phone, Android, and/or iPhone/iPad. This position takes first level support issues from via phone, web portal, or e-mail. The incumbent shall be familiar with a variety of concepts, practices, and procedures relating to Service Desk Support. A degree of creativity and self-motivation is desirable though other team members will be available for direction and mentorship.

Benefit to LTE

The candidate selected for this position will gain real-world experience working on an actual Service Desk supporting "end-users". The candidate will be assigned first level support duties as well as documentation work.

Benefit to DCF

An intern working on the DCF Service Desk will be at first assigned e-mail and web portal based tickets. This will allow our Service Desk personnel to focus on telephone based support as well as documentation tasks. The candidate will be using existing DCF documentation. Their ability to follow that documentation will show us if our documentation is adequate or if it needs improvement. Additionally, the candidate will be able to help us determine where documentation is lacking and will be assigned to create that documentation.

Service Desk LTE Work Assignments

- Process and code incoming e-mail and web portal tickets based on established processes.
- Take first level phone calls and troubleshoot using established knowledge base.
- Provide first level support for DCF provided laptops, desktops, and install software.
- Provide first level support for support for mobile devices such as Blackberry Devices, Smartphones, or tablets as requested and approved by DCF personnel.
- Create troubleshooting documentation for issues that have not already been documented.
- Create troubleshooting documentation for newly discovered software and hardware issues.
- Other Service Desk Support duties as assigned.